



Australian Government

FNSFPL506 Determine client financial requirements and expectations

Release: 1

FNSFPL506 Determine client financial requirements and expectations

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to determine the financial requirements and expectations of clients. It encompasses informing clients of the financial planning process and service, obtaining relevant information on their existing financial situations and expectations with respect to the financial planning service offered by the representative, and preparing and updating necessary documentation.

It applies to individuals who manage relationships with clients and colleagues and use specialised knowledge and systematic approaches to determine a customised service.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Financial planning

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Inform client of financial planning process and services	1.1 Explain to client financial planning process and role, and any limits of authority of representative 1.2 Explain to client organisation's licensees, principals, services and capacity, including any relationship to other financial services 1.3 Explain fees and charges to client and confirm client's understanding of these before proceeding with delivery of service 1.4 Identify clients with special needs and take appropriate action

ELEMENT	PERFORMANCE CRITERIA
	or make referral 1.5 Explain procedures for internal and external complaints handling and resolution to client
2. Obtain relevant information on client's existing financial situation	2.1 Obtain and confirm facts and information relevant to client's particular service request 2.2 Identify client expectations, requirements and objectives, and encourage client to disclose relevant information to determine client's personal financial situation and any special needs 2.3 Obtain relevant information on investments and assets held by client, and client's current income, expenditure and liabilities situation 2.4 Develop summary analysis of client's financial position based on extent of client disclosure and requirements 2.5 Accurately and consistently identify risk and fraud indicators, and check all information for consistency and potential conflict
3. Determine client expectations and requirements with respect to financial planning service offered by representative	3.1 Encourage client to express and clarify expectations from financial planning process, and identify and promptly and appropriately respond to any concerns 3.2 Establish client's income and investment needs, preferences and priorities 3.3 Explore risk issues and tolerance comprehensively and ethically with client 3.4 Determine that service being sought is within capability and authority of authorised representative 3.5 Refer to another internal representative if service required by client is beyond scope of representative 3.6 Seek specialist advice where necessary or refer client to appropriate personnel or organisation where required services are not available or cannot be provided by the practice
4. Prepare and update necessary documentation where required	4.1 Document and check with client all relevant client facts, information and financial and personal histories, and manage confidentially in accordance with company policy and guidelines, and relevant legislation and industry codes of practice 4.2 Create or update client records when necessary 4.3 File client documentation, information and histories in format and location that is readily accessible

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.4, 2.1, 2.3, 2.5, 4.1	Researches and evaluates information and products from a variety of sources to ensure appropriateness to client needs, currency and accuracy
Writing	1.1-1.5, 2.1-2.4, 3.1, 3.3, 3.5, 3.6, 4.1-4.3	- Completes formal and informal texts, accurately following organisational procedures and protocols - Uses clear language and appropriate terminology, with correct spelling, to convey and clarify information to a range of stakeholders
Oral Communication	1.1-1.5, 2.1-2.3, 3.1-3.3, 3.5, 3.6	- Participates in verbal exchanges using language and concepts appropriate to the audience and purpose - Uses targeted questioning and active listening skills to elicit and clarify information
Numeracy	1.3, 2.1-2.3, 3.2, 4.1-4.3	- Performs mathematical calculations to determine fees, reconcile amounts and compare financial information - Analyses, records and stores complex financial data and information
Navigate the world of work	1.5, 3.3, 4.1	- Understands responsibilities of own role and the roles of others, including ethical behaviour and compliance with legislative and organisational requirements - Ensures knowledge of legislative requirements is kept up to date to provide accurate information
Interact with others	1.1-1.5, 2.1, 2.3, 3.1, 3.3, 3.5, 3.6, 4.1	- Selects and uses appropriate conventions and protocols to gain and provide relevant information - Adapts personal communication style to build rapport and show respect for the opinions, values and particular needs of others
Get the work done	1.1, 1.5, 2.1-2.5, 3.1-3.6, 4.1-4.3	- Plans, organises and sequences tasks to meet legislative and organisational requirements, and ethical standards - Systematically gathers, analyses and evaluates information to decide on appropriate products or advice, seeking advice from others as required - Uses problem-solving techniques to identify and analyse possible risks to decide on suitable actions, seeking advice from others as required - Uses the main features and functions of digital tools to complete work tasks and access information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSFPL506 Determine client financial requirements and expectations	FNSFPL506A Determine client requirements and expectations	Updated to meet Standards for Training Packages Title changed	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSFPL506 Determine client financial requirements and expectations

Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- clearly inform clients of the financial planning process and services
- obtain all relevant information on clients' existing financial situation
- determine client expectations and requirements with respect to the financial planning service offered by the representative
- comply with relevant legislation and regulations, and organisational operating policy and procedures
- accurately record information and make summary analysis.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss appropriate financial industry sales and marketing techniques
- explain the protocols to be complied with in dealing with clients with special needs
- outline the key issues relating to:
 - the current economic climate and outlook
 - local and international financial markets and investments
- explain financial product service terms and conditions
- explain indicative fees and charges
- explain the interactions between different providers of the financial planning service and their accountabilities
- describe authorities and assistance able to be offered by other advisers and organisations
- discern between and describe what different providers can and cannot do within the financial planning service required by the client
- outline the steps in a referral process to other advisers or organisations

- describe the key stages in internal and external complaint handling processes
- outline the steps and processes involved in the preparation of financial plans
- describe the key features of relevant organisational policy, procedures and requirements
- identify risk and fraud indicators.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial planning field of work and include access to:

- office equipment, technology, software and consumables.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>